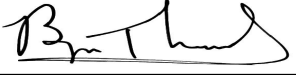


**RICHMOND POLICE DEPARTMENT GENERAL ORDER**

NOTE: This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be construed as the creation of a higher standard of safety or case in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this Department, and then only in a non-judicial administrative setting.

Chapter 6	Number 23	Effective Date 08/03/10	Review Date 2013
Subject ANIMAL BITES AND MISCELLANEOUS ANIMAL COMPLAINTS			☐ New Order ☒ Replaces G.O. 6-23, (12/12/08)
References Richmond City Code, Chapter 10 (Animals) Code of Virginia §3.2-6555			
 _____ Chief of Police or Designee		08/03/10 _____ Date	

I. PURPOSE

The purpose of this directive is to establish the guidelines to be utilized with Animal Control personnel and the procedures when responding to calls involving animals including but not limited to animal bites, vicious animals, suspected rabid animals, sick/injured animals and ***execution of search and arrest warrants.***

II. POLICY

It is the policy of the Richmond Police Department to assist the Richmond Division of Animal Care and Control (**AC&C**) personnel when requested. Members of the Richmond Police Department who respond to calls involving animals shall exercise the necessary precautions required by the circumstances and will comply with the appropriate legal and departmental requirements set forth by this policy.

III. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines set forth in this general order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling and/or disciplinary action is initiated.

IV. PROCEDURE**A. Police Coverage:**

1. Animal Control personnel do not have firearm privileges in the City of Richmond. The Richmond Police Department's Department of Emergency Communications (DEC) will dispatch police officers when the use of a firearm is needed, to provide back-up in critical situations and when requested.
2. Animal Control Officers (*ACO*) will request police back-up for after-hours calls which may involve vicious animals, animal attacks, rabid animals, *roadway hazards*, situations involving uncooperative citizens or criminal-related activity.

NOTE: The above cited actions will not affect any of the other enforcement powers of Animal Control Officers which are required in the discharge of their duties such as the wearing of an official badge, issuance of summonses and removal of animals.

B. The Operating Hours of the Richmond Animal Shelter:

1. The operating hours of the Animal Shelter, located at 1600 Chamberlayne Avenue (Telephone Number: 646-5573) shall be 0800 – 1700 hours, Monday – Friday and 0800 – 1600 hours on Saturdays. The Shelter is open to the public between the hours of *1300* and 1700 hours, Tuesday – Friday and 1200 – 1600 on Saturday.
2. Animal Control Officers' normal business hours are *0800* hours to *1700* hours, Monday – *Sunday*. After 1700 hours, Monday – Sunday, *and on Saturdays and Sundays*, Animal Control-related calls go through DEC.

C. Animal Service Calls:

1. Priority Calls:
 - a) *Animal Care & Control's Level 1 and Level 2* priority calls for animal service include, *but are not limited to*, the following: animal bites *that require animal confinement*, animal attacks, vicious animals, suspected rabid animals and sick or injured *stray* animals.
 - b) If the priority call occurs after *1700* hours, Animal Control-related calls go through DEC. The Animal Control Officer assigned to on-call duty shall be contacted *and a RPD officer shall respond to the scene. The responding RPD officer(s) will stand by until an ACO clears the request for assistance.* It shall be the responsibility of the on-call officer to respond *to Level 1 and 2 priority calls only during on-call duty.*

NOTE: A standard response time, established by the Director of *AC&C*, to an after-hours request for animal service, shall be as soon as practical.

2. In situations where an animal is injured, the *ACO* will transport the injured animal as follows: Before 1700 hours, the animal shall be transported to the Boulevard Animal Hospital, located at One East Belt Blvd (232-8951). After 1700 hours, the animal shall be taken to the Veterinary Emergency Center (VEC), located at 3312 West Cary Street (353-9000).

3. If a situation arises when the **ACO** cannot transport the animal (such as an injured deer or other such wild animal) or if it involves a safety issue (***such as a*** rabid, vicious or animal attacking persons), DEC shall call a Virginia State Game Warden or Richmond Police Supervisor to prevent prolonged suffering of an animal.

D. Training for Animal Control Officer:

To facilitate the training of the Animal Control Officers, the Richmond Police Department provides classroom space. The ***Director of AC&C*** will be responsible for providing training instructors. The training shall include the use of such weapons as jab sticks, catch-holds, tranquilizer guns, pepper gas and other devices utilized in the capture of animals. If requested and if the Richmond Police Department's training staff is available, the training staff can train the Animal Control Officers in the use of O.C. Spray for their personal protection.

E. Animal Bite Complaints:

1. DEC shall forward all complaints of animal bites to the ***Health Department***.
2. RPD officers shall be dispatched and respond to animal bites calls under the following circumstances ONLY:
 - a. When after business hours (1700 – 0800 hours), Animal Control officers are unavailable; or,
 - b. To provide back-up for calls involving a vicious animal; ***or***,
 - c. ***As requested by the ACO supervisor***.
3. After business hours (1700 – 0800), Department members will refer all bite reports to the Environmental Health pager (759-0816). The Department member shall advise DEC to contact the Public Works Department's Dispatcher who will notify the on-call Animal Control Officer if pick-up of the animal is necessary.

F. Animals Suspected of Rabies:

1. Section 10-292 of the Richmond City Code requires that dogs or cats found within the City which exhibit the common symptoms of rabies or otherwise are reasonably suspected of having rabies shall be taken into custody immediately by an Animal Control Officer or any police officer and shall be confined in a place approved by the Health director, under competent observation, for such time as may be necessary to determine whether the dog or cat is afflicted with rabies.
2. If an animal is suspected of having rabies and must be immediately destroyed, the animal should not be shot in the head. This prevents the proper tests from being conducted. Such shooting should only be done as a last resort. A supervisor's approval must be received prior to an animal being shot.

NOTE: If the officer is in imminent danger, he/she is advised to shoot the animal without consideration of bodily appointment and notify his/her supervisor immediately afterwards.

3. Department members are reminded of the importance of firearms discipline in similar situations. The safety of bystanders and other officers shall be paramount in the situation.

G. Miscellaneous Animal Complaints:

1. Complaints relating to dog waste, sterilization, dogs to be restrained, unlicensed dogs running at large, female dogs in season running at large, diseased dogs running at large and other miscellaneous animal complaints are to be forwarded to the Division of Animal ***Care and Control***.
2. Complaints relating to sick or injured animals are to be referred to Animal Control. Either the Division of Animal Care and Control or on-call Animal Control Officer should be called.
3. When large animals are killed on public property, Roadway Maintenance (646-1777 Northside and 646-8607 Southside) will be contacted for removal.
4. ***Requests for assistance or requests for services from the Richmond Police Department to the Division of Animal Care and Control should be directed through the Field Service supervisor at (804) 332-1216.***
5. ***Failure to respond to calls for service or problems should be referred to the Field Service supervisor.***
 - a) ***If the supervisor can not be reached, the Operations Manager should be contacted at (804) 363-8891.***
 - b) ***In Citywide emergencies, the on-duty ACO should be contacted. The ACO will, in turn, contact the AC&C supervisor to activate the emergency operations procedure.***

V. FORMS

IBR, when applicable.